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Exato Technologies Limited

(Formerly Known as Exato Technologies Private Limited)

DETAILS OF BUSINESS

OVERVIEW

We are a Customer Transformation Partner that helps businesses improve how they serve and communicate with their consumers. Our offerings are built around Customer Experience-as-a-Service (CXaaS) and AI-as-a-Service, helping organizations enhance customer engagement, streamline operations, and achieve measurable business outcomes.

We create solutions that make customer service smarter, faster, and more efficient by leveraging technologies such as artificial intelligence (AI), automation, and cloud platforms. Our tools include virtual assistants, automation features, and customer sentiment analysis, enabling companies to manage interactions across multiple channels i.e phone, chat, email, and others in a seamless manner. These solutions reduce costs and response time while improving the customer experience.

Since our inception in 2016 as a contact-center systems integrator, we have expanded into broader customer engagement and digital transformation services. We have served over 150 clients, including several from the ET500 list. More than 40% of our revenues are derived from long-term service contracts exceeding five years (around sixty months), reflecting continuity and stable client relationships.

We operate with a team of over 80+ engineers in India, delivering solutions to both international clients and domestic enterprises, ensuring the presence across global and Indian markets. We serve clients in the USA, Singapore, and other international markets, supported by delivery partnerships while also catering to enterprises within India. Our business is further supported by technology partnerships with NICE Ltd., Acumatica, and Mitel, enabling us to provide customer experience and unified communication solutions.

Our capabilities are demonstrated by the trust placed in us by leading enterprises across industries. We work with MakeMyTrip, RBL Bank, IGT Solutions Pvt. Ltd., IKS, and WNS, delivering customer experience solutions that are scalable, resilient, and outcome-driven. These associations reflect our ability to design and implement reliable CX platforms that enhance customer engagement, improve service efficiency, and create measurable business impact across travel, banking, IT-enabled services, and business process management sectors.

Our unique value proposition lies in delivering integrated AI, automation, and CX solutions that reduce implementation timelines through the work of our dedicated in-house data science team.

We are also NICE's only Platinum Partner in South Asia & the Middle East, and have been recognized as Partner of the Year for five consecutive years (2021–2025). By combining technology expertise with a metric-driven delivery model, we enable clients to adopt the next wave of customer experience innovation and digital operational excellence.

We are certified with ISO 27001:2013 for our Information Security Management System, which ensures the highest standards of data protection and information security across our operations. Additionally, we hold the ISO/IEC 20000-1:2018 certification, covering the supply, installation, service, and development of networking, cabling, switching, IT security, data center solutions, customized software applications, and other allied services. Further strengthening our capabilities, our Company has been granted a Unified License as a Virtual Network Operator (VNO) by the Department of Telecommunications (DoT), Government of India. This enables us to operate in full compliance with the applicable regulatory framework, further reinforcing our commitment to delivering secure, reliable, and cutting-edge solutions to our customers.

We provide the following wide range of technology-driven solution offerings that help our clients improve how they serve their customers:

1. CX and Analytics

Our CX and Analytics solutions are designed to help enterprises deliver seamless, personalized, and measurable customer experiences. By integrating omnichannel contact centres, AI-powered chatbots, conversational AI, and advanced analytics, we enable organizations to streamline customer interactions, improve service quality, and gain actionable insights. With offerings such as customer journey mapping, self-service portals, and predictive analytics, we empower businesses to enhance customer satisfaction, optimize operational performance, and drive revenue growth.

2. Unified Communications and Infrastructure

Our Unified Communications and Infrastructure solutions provide enterprises with secure, scalable and reliable communication platforms that enhance collaboration and ensure business continuity. We deliver integrated voice, video, messaging, and conferencing solutions, along with networking, data center, cloud, and security infrastructure. By partnering with global OEMs, we offer vendor-agnostic, industry-specific solutions that improve productivity, reduce costs, and support seamless operations across geographies, catering to sectors such as BFSI, IT/ITES, Public Sector, and Healthcare.

3. Exato IQ

Exato IQ, our suite of intelligent connectors and contact center optimization tools, strengthens enterprise CX platforms by enabling seamless integration and enhanced functionality. The suite includes CTI connectors, workforce management integrations, and specialized tools such as automated dialers, speech-to-text solutions, and noise reduction technologies. By bridging gaps between applications and communication systems, Exato IQ empowers organizations to improve contact center efficiency, reduce operational friction, and deliver consistent, high-quality customer engagement at scale. Exato.ai's proprietary IPs are built to accelerate digital transformation through innovative, scalable, and industry-focused solutions. By leveraging our own intellectual property, we enable faster deployments, reduced implementation costs, and highly customizable solutions, giving our clients a distinct competitive advantage in an increasingly data-driven world.

4. Cloud ERP

Our Cloud ERP Solution Service is designed to streamline and unify core business processes through a scalable, secure, and intelligent platform. We help organizations integrate finance, supply chain, HR, and operations into a single cloud-based system, enabling real-time visibility, improved decision-making, and operational efficiency. With a focus on

customization, seamless deployment, and ongoing support, Exato.ai ensures that businesses can adapt quickly to changing demands while reducing costs and driving sustainable growth.

SECTORS WE SERVE

Our Company serves key industry sectors, including Banking, Financial Services and Insurance (BFSI), Healthcare, Retail, Telecom, Manufacturing, and IT/ITeS & BPO/KPO, by delivering technology-enabled solutions that address specific business challenges.



- **In the Banking, Financial Services, and Insurance (BFSI) sector**, we focus on fraud prevention models, hyper-personalized upsell and cross-sell strategies, and compliance analytics.
- **In Healthcare**, we enable AI-powered patient engagement, predictive analytics for patient outcome management, and automation of billing and claims processing.
- **For Retail**, we offer automated inventory and demand forecasting, customer loyalty and retention analytics, and personalized AI-driven product recommendations.
- **In the Telecom sector**, our solutions support customer churn prediction, workforce management, and omnichannel customer experience deployment.
- **Our Manufacturing services** include supply chain optimization, AI-driven contract management, and predictive models for revenue and SKU analysis.
- **Additionally, for IT/ITeS & BPO/KPO**, we provide contact center modernization, workforce analytics, and real-time sentiment analysis, helping organizations drive operational efficiency and superior customer engagement.